

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims

1. (Currently Amended) An online merchandise return computer system, said computer system comprising:

at least one computer device, said at least one computer device programmed to:
receive a pre-selection by a particular online merchant of a set of carriers from a
list of available carriers for use by consumers of merchandise sold by the particular
online merchant for return shipping of returnable merchandise;

receive through from an online retail computer system of a particular online
merchant, an indication from the online retail computer system of a shipment on behalf
of the particular online merchant of an at least one item of merchandise purchased by a
consumer through the online retail computer system, the online retail computer system
comprising at least one remote computer device that is remote from the at least one
computer device of the online merchandise return computer system;

in response to the indication of the shipment, designate through the online retail
computer system, the at least one item as a potentially returnable item;

receive through the online retail computer system, a request by the consumer for
an identification of potentially returnable items;

in response to the request, generate a display through the online retail computer
system to a display device adapted for communication with a remote consumer
computer device associated with the consumer, the display comprising of the an
identification of potentially returnable items, wherein the identification of potentially
returnable items compris[es]ing an identification of the at least one item of
merchandise, and further compris[es]ing a respective interactive means associated
with each respective item of merchandise identified in the identification of potentially
returnable items, wherein each respective interactive means [is]being configured

~~adapted~~ for designating a return of each respective item of merchandise identified in the identification of potentially returnable items;

receive through the online retail computer system, a merchandise return request by the consumer to return at least one item of merchandise, ~~wherein~~ the merchandise return request compris[[es]]ing a designation of a particular respective interactive means associated with a particular respective item of merchandise identified in the identification of potentially returnable items;

determine a set of information about the particular respective item of merchandise;

compare the set of information about the particular respective item of merchandise to a set of return policy rules input to the online merchandise return computer system by the particular online merchant to determine whether the particular respective item of merchandise is returnable; and

if the particular respective item of merchandise is returnable, generate a display to the display device configured for communication with the remote consumer computer device associated with the consumer, the display comprising information corresponding to ~~[[a]]the~~ set of carriers that was pre-selected by the particular online merchant ~~from a list of available carriers for use by the consumer for a return shipping of the particular respective item of merchandise to the particular online merchant.~~

2. (Currently Amended) The online merchandise return computer system of Claim 1, wherein a subset of the return policy rules input by the merchant comprises:

a set of return questions;

a set of anticipated return question responses corresponding to each of said return questions; and

a set of return response rules, each return response rule corresponding to at least one of said anticipated return question responses, each return response rule identifying an anticipated return question response as comprising either an acceptable response or unacceptable response.

3. (Currently Amended) The online merchandise return computer system of Claim 2, wherein each return response rule comprises a set of instructions to direct said online retail computer system to perform an action to process the return request.

4. (Previously Presented) The online merchandise return computer system of Claim 3, wherein each set of return questions comprises a first return question, and a set of subsequent return questions, said first return question having a corresponding set of anticipated first return question responses and each of said subsequent return questions having a corresponding set of anticipated subsequent return question responses.

5. (Currently Amended) The online merchandise return computer system of Claim 4, ~~the computer system further~~ said at least one computer device further programmed to:

select from the return policy rules set by the merchant a first selected return questions; and

display to the display device adapted for communication with the remote consumer computer device associated with the user, the first selected return question.

6. (Currently Amended) The online merchandise return computer system of Claim 5, ~~the computer system further~~ said at least one computer device further programmed to:

receive user input of a return reason.

7. (Currently Amended) The online merchandise return computer system of Claim 6, ~~the computer system further~~ said at least one computer device further programmed to:

compare said return reason to each of the anticipated first return question responses.

8. (Currently Amended) The online merchandise return computer system of Claim

7, ~~the computer system further~~ said at least one computer device further programmed to:

identify an anticipated first return reason question response that matches said return reason.

9. (Currently Amended) The online merchandise return computer system of Claim 8, ~~the computer system further~~ said at least one computer device further programmed to:

direct the online retail computer system to process the return request in accordance with the return question response rules that correspond to the anticipated first return question response that matches said return reason.

10. (Currently Amended) The online merchandise return computer system of Claim 1, the display to the display device configured for communication with the remote consumer computer device associated with the consumer further comprising information corresponding to a respective set of delivery services selected by the particular online merchant for each respective carrier of the set of carriers for potential use by the consumer for the return shipping of the particular respective item of merchandise to the particular online merchant.

11. (Currently Amended) The online merchandise return computer system of Claim 10, ~~the computer system further~~ said at least one computer device further programmed to:

for each respective delivery service selected by the particular online merchant for each respective carrier of the set of carriers for potential use by the consumer, calculate a shipping rate for the return shipping of the particular respective item of merchandise from an address associated with the consumer, to an address associated with the particular online merchant, ~~for each respective delivery service for each respective carrier of the set of carriers~~ according to a respective set of pricing rules for each respective carrier.

12. (Currently Amended) The online merchandise return computer system of Claim 11, ~~the computer system further~~ said at least one computer device further programmed to:

generate a display of an interactive graphic comparison of each respective shipping rate.

13. (Currently Amended) The online merchandise return computer system of Claim 12, ~~wherein~~ the interactive graphic shipping rate comparison display compris[[es]]ing an array.

14. (Currently Amended) The online merchandise return computer system of Claim 13, ~~wherein~~ said array compris[[es]]ing a plurality of cells.

15. (Currently Amended) The online merchandise return computer system of Claim 14, ~~wherein~~ each of said cells compris[[es]]ing an intersection that coincides with a delivery date and a delivery time, and ~~wherein~~ each respective shipping rate [[is]]being displayed in a respective cell that coincides with an intersection of a particular delivery date and a particular delivery time by which a particular delivery service by a particular carrier would deliver the particular respective item of merchandise to the particular online merchant for the respective shipping rate relevant to a particular shipping date.

16. (Currently Amended) The online merchandise return computer system of Claim 15, ~~the computer system further~~ said at least one computer device further programmed to:

receive as a return order, user input of a selection of one of the cells of the array.

17. (Currently Amended) The online merchandise return computer system of Claim 16, ~~the computer system further~~ said at least one computer device further programmed to:

generate an internal system tracking number for the return order; and
save said internal system tracking number for the return order in a database.

18. (Currently Amended) The online merchandise return computer system of Claim 17, ~~the computer system further~~ said at least one computer device further programmed to:

generate a graphic representation of a shipping label corresponding to the return order; and

display the graphic representation of the shipping label ~~[[on]]to a display monitor connected to a computer accessible by~~ device that is configured for communication with the remote consumer computer device associated with the consumer.

19. (Currently Amended) The online merchandise return computer system of Claim 18, ~~the computer system further~~ said at least one computer device further programmed to:

generate a set of printable shipping label data in response to a shipping label print request by the consumer.

20. (Currently Amended) The online merchandise return computer system of Claim 19, ~~the computer system further~~ said at least one computer device further programmed to:

send in response to a user request to print a shipping label the set of printable shipping label data to a printer ~~device connected to the computer accessible by the user~~ that is configured for communication with the remote consumer computer device associated with the consumer.

21. (Currently Amended) The online merchandise return computer system of Claim 20, wherein each return order with a tracking number is characterized by a shipping status, ~~the computer system further~~ said at least one computer device further programmed to:

generate a tracking report record depicting the shipping status of a return order in response to a user tracking report request for said return order.

Claims 22- 26. (Cancelled).

27. (Currently Amended) An online merchandise return computer system, said online merchandise return computer system comprising one or more online merchandise return computers programmed to:

receive, through the online merchandise return computer system, a merchandise return request by a consumer to return to a merchant, an at least one item of merchandise;

generate, in response to receiving said merchandise return request, generate through the online merchandise return computer system, a display of an interactive graphic comparison of shipping rates ~~for the return request~~ for shipping a package containing the at least one item of merchandise to be returned, said display showing a respective shipping rate for each respective service of a set of services offered by each respective carrier of a set of carriers, ~~wherein~~ the set of carriers and the set of services ~~[[are]]~~ being selected by the computer system for display according to a pre-selected set of carriers that was pre-selected through the online merchandise return computer system by the merchant from a list of available carriers and according to a set of return policy rules input by the merchant, and ~~wherein~~ each respective shipping rate ~~[[is]]~~ being calculated by the online merchandise return computer system according to information about the at least one item of merchandise that is accessible by the online merchandise return computer system; and

process through the online merchandise return computer system said merchandise return request according to the set of return policy rules input by the merchant.

Claims 28-59 (Cancelled)

60. (Currently Amended) A method using a computer for online merchandise return shipping, said method comprising:

receiving by the computer, a merchandise return request input by a consumer to return an item of merchandise, ~~wherein~~ the merchandise return request

corresponding to an indication of a credit card account for crediting a refund amount for return of the item of merchandise, and the merchandise return request further corresponding to information about the item;

comparing by the computer, information about the item to a set of return policy rules input by the merchant;

approving by the computer, the item for return where information about the item is in accord with the set of return policy rules,

receiving by the computer, an indication of receipt by the merchant of the item of merchandise returned by the consumer; and

in response to receiving the indication of receipt by the merchant of the item of merchandise, generating by the computer, a credit to the credit card account.

61. (Currently Amended) The method of Claim 60, said method further comprising: processing by the computer, said merchandise return request according to [a]the set of return policy rules, wherein the set of return policy rules comprises:

a set of return questions, and

a set of anticipated return question responses corresponding to each of said return questions, the set of anticipated return question responses comprising acceptable responses and unacceptable responses.

62. (Currently Amended) A method using a computer for online merchandise return shipping, said method comprising:

collecting by the computer, a set of return policy rules input by a merchant through a merchant computer device, the set of return policy rules comprising an identification by the merchant of a set of carriers that may be used by a consumer for a return shipping of an item of merchandise to the merchant, the set of carriers being selected by the merchant from a list of available carriers;

saving by the computer, said set of return policy rules in a database accessible by the computer;

receiving by the computer, from a remote consumer computer device of a consumer, a merchandise return request by [[a]]the consumer to return to [[a]]the merchant a particular item of merchandise; and

in response to the merchandise return request, generating by the computer, a display to a display device configured for communication with the remote consumer computer device ~~the consumer, the display comprising a representation of the set of carriers identified by the merchant according to the return policy rules for use by the consumer for shipping the particular item of merchandise to the merchant.~~

63. (Currently Amended) The method of Claim 62, said method further comprising:

generating by the computer, for display to the display device adapted for communication with the remote consumer computer device, a display of rates for return shipment of the particular item of merchandise by each delivery service provided by each carrier of the set of carriers.

64. (Currently Amended) The method of Claim 63, said method further comprising processing by the computer, said merchandise return request according to said set of return policy rules.

65. (Currently Amended) A method using a computer for online merchandise return shipping, said method comprising:

receiving by the computer, a merchandise return request by a consumer through a remote consumer computer device, the merchandise return request comprising a request to return at least one item of merchandise;

generating by the computer, in response to said merchandise return request, a display for display to a display device adapted for communication with the remote consumer computer device, the display comprising[[of]] an interactive graphic comparison of shipping rates for the return request for shipping a package containing an item of merchandise to be returned, said display showing a shipping rate for each of a set of services offered by each of a set of carriers, said set of carriers and said set of services being selected by the computer system for display according to a set of return

policy rules input by a merchant, wherein a subset of the set of return policy rules input by the merchant comprises:

a set of return questions, and

a set of anticipated return question responses corresponding to each of said return questions; and

processing by the computer, said merchandise return request according to the set of return policy rules input by the merchant, the return policy rules identifying an anticipated return question response as comprising either an acceptable response or unacceptable response.

Claims 66-99 (Cancelled).

100. (Currently Amended) A computer program product for online merchandise return shipping, said computer program product comprising a computer readable program code embodied on a computer usable medium, said computer product having instructions readable program code adapted to be executed for:

generating a graphic user interface for input of return policy rules, ~~wherein the graphic user interface is adapted~~ being configured for receiving input identifying an item as an exception to standard return policy rules;

collecting a set of return policy rules input by a merchant using the graphic user interface, ~~wherein the set of return policy rules compris[es]~~ ing an identification of at least one item as a policy rule exception, and ~~wherein the set of return policy rules further compris[es]~~ ing an identification by the merchant of a set of carriers and delivery services offered by each carrier of the set of carriers selected by the merchant from a list of available carriers and a list of available delivery services, said set of carriers and delivery services for subsequent selection by a consumer for use by the consumer to ship a return of merchandise; and

saving the set of return policy rules in a database.

101. (Currently Amended) The computer program product of Claim 100, the computer ~~product having further instructions~~ readable program code further adapted to be executed for:

receiving a merchandise return request by a consumer to return at least one item of merchandise.

102. (Currently Amended) The computer program product of Claim 101, the computer ~~product having further instructions~~ readable program code further adapted to be executed for:

processing said merchandise return request according to said set of return policy rules:

103. (Currently Amended) A computer program product for online merchandise return shipping, said computer program product ~~having instructions for~~ comprising a computer readable program code embodied on a computer usable medium, the computer readable program code adapted to be executed for:

receiving a merchandise return request by a consumer to return at least one item of merchandise;

generating in response to said merchandise return request, a display of an interactive graphic comparison of shipping rates for the return request for shipping a package containing an item of merchandise to be returned, said display showing a shipping rate for each service of a set of services offered by each carrier of a set of carriers, ~~wherein~~ the set of carriers and the set of services ~~[[are]]~~ being selected by the computer system for display according to a set of return policy rules input by a merchant, said set of return policy rules comprising a set of carriers pre-selected by the merchant from a list of available carriers; and

processing said merchandise return request according to the set of return policy rules input by the merchant.

Claims 104-137 (Cancelled).

138. (Currently Amended) A computer system for online merchandise return shipping, said computer system comprising:

a computer device programmed with a set of computer readable code embodied on a computer usable medium, the computer readable program code adapted to be executed by the computer device for:

~~a set of instructions for~~ collecting a set of return policy rules input by a merchant, ~~wherein the return policy rules input by the merchant compris[[es]]ing~~ a set of carriers selected by the merchant from a list of available carriers for subsequent use by consumers of the merchant for shipping returned items;

~~a set of instructions for~~ saving said set of return policy rules in a database accessible by the computer device;

~~a set of instructions for~~ presenting to a display device adapted for operation with a consumer computer device accessible by a consumer, a list of items of merchandise previously purchased from the merchant and shipped by the merchant to the ~~[[user]]consumer;~~

~~a set of instructions for~~ receiving from the consumer computer device, a merchandise return request by the consumer to return an at least one item of merchandise;

~~a set of instructions for~~ displaying to a display device adapted for operation with the consumer computer device accessible by the consumer, in response to the merchandise return request, a display comprising an indication of the set of carriers selected by the merchant for use by the consumer for shipping returned items;

~~a set of instructions for~~ receiving from the consumer computer device, an identification by the consumer of a carrier from the set of carriers, and a delivery service provided by the carrier, for return shipping of the at least one item of merchandise to a return location for the merchant; and

~~a set of instructions for~~ facilitating printing at a printing device adapted for operation with the consumer computer device, a machine-readable carrier shipping label for delivery of the at least one item of merchandise to the return location for the merchant.

139. (Currently Amended) The computer system of Claim 138, ~~said computer system further comprising the computer readable program code further adapted to be executed by the computer device for:~~

~~a set of instructions for~~ receiving a merchandise return request by the consumer to return at least one item of merchandise, wherein the merchandise return request comprises an indication of at least one item on the list of items.

140. (Currently Amended) The computer system of Claim 139, ~~said computer system further comprising the computer readable program code further adapted to be executed by the computer device for:~~

~~a set of instructions for~~ processing said merchandise return request according to said set of return policy rules.

141. (Currently Amended) A computer program product for online merchandise return shipping, said computer program product comprising a computer readable program code embodied on a computer usable medium, the computer readable program code adapted to be executed for:

~~a set of instructions for receiving from a consumer computer device accessible by a consumer,~~ a merchandise return request by ~~[[a]]the~~ consumer to return to a merchant, an at least one item of merchandise;

~~a set of instructions for~~ selecting a set of carriers and a set of delivery services offered by the set of carriers as potential carriers and delivery services for shipping a package containing the at least one item of merchandise to be returned, ~~wherein the set of carriers and the set of delivery services~~ ~~[[are]]being~~ selected according to a set of return policy rules previously selected by the merchant from a list of available carriers and available delivery services;

~~a set of instructions for~~ generating for display to a display device operable with the consumer computer device, in response to said merchandise return request, a display of an interactive graphic comparison of shipping rates for the return request for shipping the package containing the at least one item of merchandise to be returned,

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Amendment and Response to Office Action Dated 01/06/09

said display showing a shipping rate for each delivery service of the set of services offered by each carrier of the set of carriers; and

~~a set of instructions for processing~~ said merchandise return request according to the set of return policy rules input by the merchant.

Claims 142-169 (Cancelled).